

WHAT HAPPENED?

Getting Comfortable With:

C

Y

A

Ladder of Inference

ACTION

I take Actions based on my beliefs

BELIEF SYSTEM

I adopt Beliefs about the world

CONCLUSIONS

I draw Conclusions

ASSUMPTIONS

I make Assumptions based on the meanings I ascribe

MEANING

I ascribe Meanings (cultural & personal)

MY DATA

I select Data from the data pool

Filters

Filters

Filters

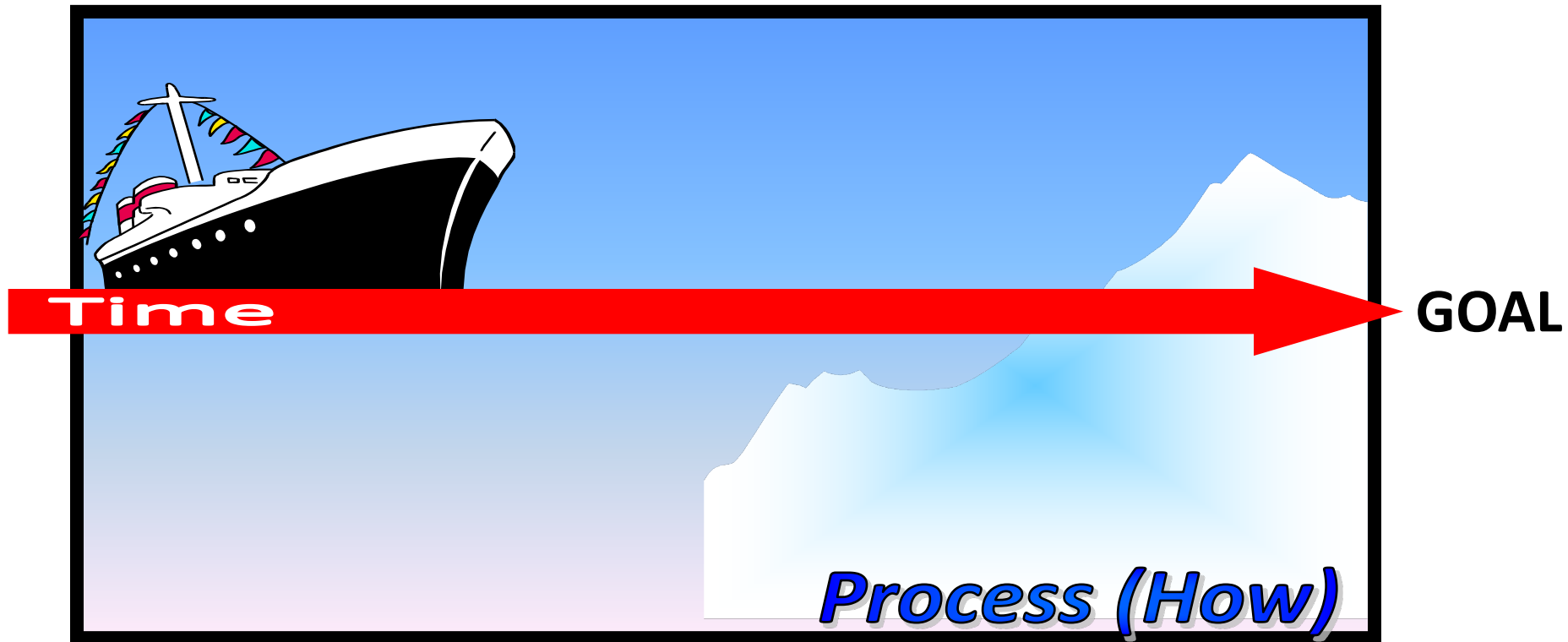
Data Pool

I observe "data" and experiences

Process / Content Model

Content: What is being said, The task being accomplished, Topic being discussed

“WHAT WE ARE WORKING ON”



“HOW WE DEAL WITH ONE ANOTHER”

Process: How things are being said, The impacting emotions being displayed

